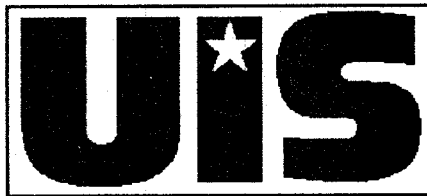


# **PROMPTNESS & WORKLOAD REPORT**

## **REGULAR STATE UI APPEALS**

**FIRST QUARTER FISCAL YEAR 1995**



**Office of Program Management  
Division of Program Dev. & Impl.  
February 1995**

**STATE REGULAR UI APPEALS PROMPTNESS AND WORKLOAD REPORT**  
**FIRST QUARTER FISCAL YEAR 1995**

**SUMMARY**

The National average for lower authority appeals promptness performance was 8.4 percentage points above the 60% criterion, an increase of 0.9 percentage points from the previous quarter. Fewer lower authority appeals were filed than were decided during the quarter resulting in a 7.0 percent decrease in the number of pending cases. The ratio of pending cases to the average number of cases decided per month during the quarter is 1.07. The optimum for this ratio is approximately 1.00. The signs for performance continuing to exceed the criteria in the Secretary's Standard are good. The number of dispositions for the quarter exceeded the number of appeals filed and the number of pending cases at the end of the quarter is essentially equivalent to the number of cases being decided per month.

Higher authority appeals performance showed marked improvement during the quarter. The National average was 15.1 percentage points above the 40% criterion, and 4.3 percentage points below the 80% criterion. About 1,200 more higher authority appeals were decided than were filed during the quarter, which resulted in a 1.5% decline in the number of pending cases. Promptness performance improved, and the number of pending cases declined which are positive indications. However, there still needs to be considerable improvement at the 75-day level. The ratio of pending cases to the average number of cases decided per month during the quarter is 2.73. Until this ratio begins to approach the optimum of approximately 1.00, there is need for continuing effort to reduce the number of pending cases.

**LOWER AUTHORITY APPEALS**

**30-Day Promptness Performance**

- o The National average for performance at the 30-day level for the quarter was 68.4%. This was 8.4 percentage points above the criterion (60.0%), 0.9 percentage points higher than the previous quarter, and 6.5 percentage points higher than the same quarter in FY 94.
- o Fourteen States did not meet the 30-day criterion for the quarter, one more than in the previous quarter. Eight States, Arkansas, Arizona, Kansas, Massachusetts, Montana, New Hampshire, New York, and Texas, were

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fairly close to meeting the criterion with performance above 50% in 30 days.

- o Four States, District of Columbia, Ohio, Puerto Rico, and Virgin Islands, were more than 30 percentage points below the criterion, the same as in the previous quarter.

**45-Day Promptness Performance**

- o The national average for performance at the 45-day level for the quarter (85.4%) was 5.4 percentage points above the criterion (80.0%), 0.6 percentage points lower than in the previous quarter, and 3.9 percentage points higher than during the same quarter in FY 94.
- o Seven States did not meet the 45-day criterion for the quarter, one fewer than in the previous quarter. Two States, Massachusetts and New York, were fairly close to meeting the criterion with performance above 70% in 45 days. Four States, District of Columbia, Ohio, Puerto Rico, and Virgin Islands, were more than 30 percentage points below the criterion, the same as in the previous quarter.

**Workload**

- o Nationally, the number of pending cases decreased 7.0% (6,500 cases) during the quarter. The average number of appeals filed per month was about 2,600 less than the average number of decisions per month, which resulted in the decrease in the number of pending cases. The inventory of pending cases (96,200) at the end of the quarter was 1.07 times the average number of cases decided per month, a decline from the previous quarter.
- o In 32 States, the number of pending cases was lower than it was at the end of the previous quarter. Three States, Alaska, Rhode Island, and South Carolina, had decreases of more than 30% in the number of pending cases.
- o In 20 States, there were increases in the number of pending cases. Six States, Colorado, Delaware, Maine, Tennessee, Vermont, and Washington, had increases of more than 30% in the number of pending cases.

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**HIGHER AUTHORITY APPEALS**

**45-Day Promptness Performance**

- o The National average for performance at the 45-day level for the quarter was 55.1%. This was 15.1 percentage points above the criterion (40.0%), 9.6 percentage points higher than the previous quarter, and 18.7 percentage points higher than the same quarter in FY 94.
- o Ten States did not meet the 45-day criterion for the quarter, four fewer than in the previous quarter. Three of these States, California, Connecticut, and Idaho, were fairly close to meeting the criterion with performance above 30% in 45 days.
- o Five States, Colorado, District of Columbia, Illinois, Michigan, and New York, were more than 20 percentage points below the criterion.

**75-Day Promptness Performance**

- o The national average for performance at the 75-day level for the quarter (75.7%) was 4.3 percentage points below the criterion (80.0%), 4.5 percentage points higher than in the previous quarter, and 16.6 percentage points higher than during the same quarter in FY 94.
- o Twelve States did not meet the 75-day criterion for the quarter, four fewer than the previous quarter. Three States, Indiana, Maryland, and Wisconsin, were fairly close to meeting the criterion with performance above 70% in 75 days. Seven States, Colorado, District of Columbia, Idaho, Illinois, Michigan, New York, and Puerto Rico, were more than 30 percentage points below the criterion.

**Workload**

- o Nationally, the number of pending cases decreased 1.5% (600 cases) during the quarter. The average number of appeals filed per month was about 400 fewer than the average number of decisions per month, which caused the decrease in the number of pending cases. The inventory of pending cases (38,600) at the end of the quarter was

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2.73 times the average number of cases decided per month. This was slightly higher than the previous quarter, and is much higher than it should be.

- o In 28 States, the number of pending cases was lower than it was at the end of the previous quarter. Fifteen States had decreases of more than 30% in the number of pending cases.
- o In 22 States, there were increases in the number of pending cases. Six States, Colorado, Florida, Iowa, Michigan, Mississippi, and South Dakota, had increases of more than 30% in the number of pending cases.

A table and graphs showing promptness performance and workload are attached.

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**PROMPTNESS DATA**

	<u>Lower Authority</u>		<u>Higher Authority</u>	
	<u>30-Day</u>	<u>45-Day</u>	<u>45-Day</u>	<u>75-Day</u>
Criterion or DLA	60.0%	80.0%	40.0%	80.0%
National Average	68.4%	85.4%	55.1%	75.7%
Change From Last Qtr. <sup>1</sup>	+0.9	-0.6	+9.6	+4.5
Change From Year Ago <sup>2</sup>	+6.5	+3.9	+18.7	+16.6
No. of States Below <sup>3</sup> Criterion or DLA	14	7	10	12
Change From Last Qtr.	+1	-1	-4	-4
Change From Same Qtr. Last Year	-6	-9	-6	-6

**WORKLOAD DATA**

	<u>Lower Authority</u>	<u>Higher Authority</u>
Appeals Pend at End of Last Qtr.	92,700	39,200
Appeals Filed During Qtr.	232,000	41,200
Appeals Decisions During Qtr.	239,900	42,400
Appeals Pending at End of This Qtr. <sup>4</sup>	86,200	38,600
Percentage Change From Last Qtr.	-7.0%	-1.5%
Percentage Change From Last Year	-8.1%	-2.8%

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<sup>1</sup>Change From Last Qtr. - The arithmetic difference between the National average for the previous quarter and the current quarter.

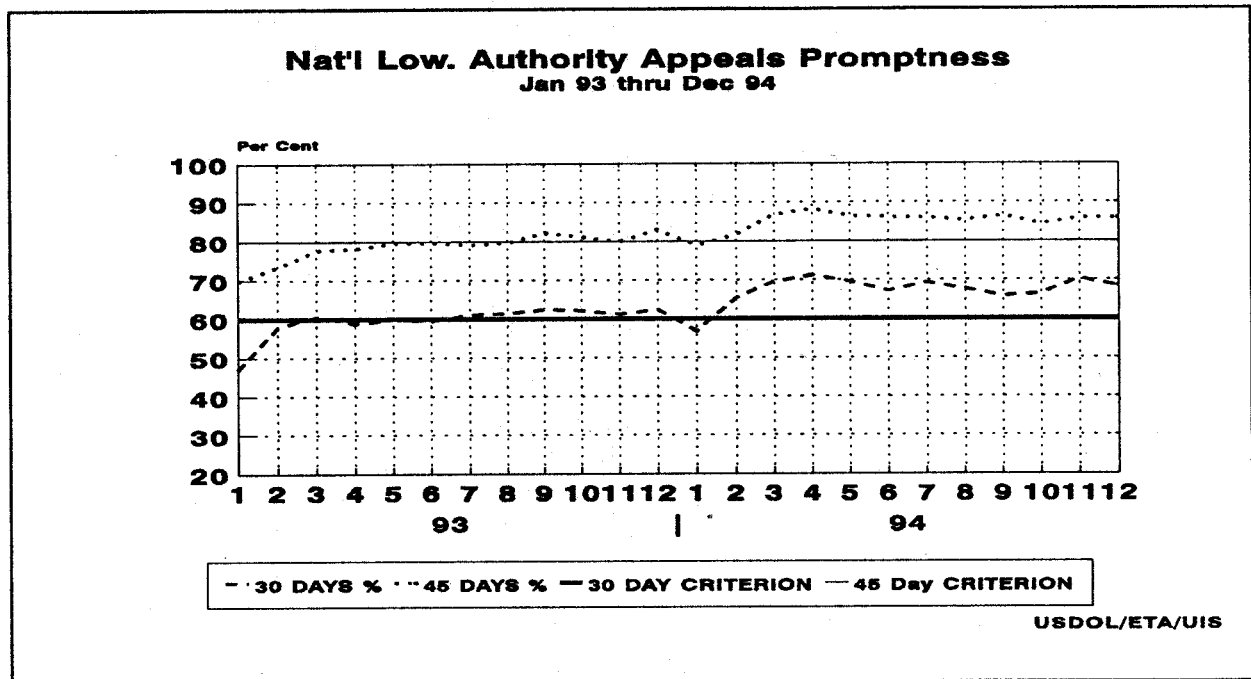
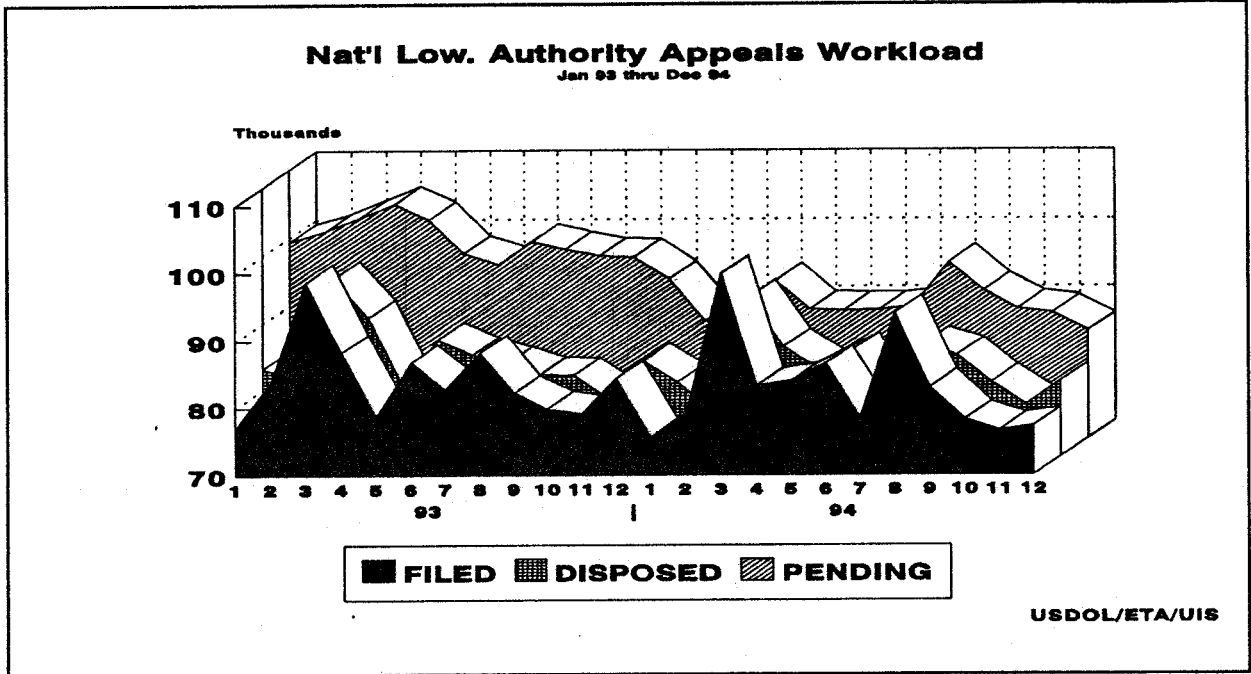
<sup>2</sup>Change From Last Year - The arithmetic difference between the National average for the same quarter last fiscal year and the current quarter.

<sup>3</sup>No. of States Below Standard or DLA - The number of States where the average performance for the quarter was below the particular criterion or DLA.

<sup>4</sup>Appeals Pending at End of This Qtr. - The number of single claimant regular State UI appeals pending at the end of the quarter. This number will not necessarily equal the sum of the first two elements minus the third element in this category because appeals disposed of by means that do not meet the definition of "countable" decisions are not included in the "Appeals Decisions" number.

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**LOWER AUTHORITY APPEALS GRAPHS**



**STATE REGULAR UI APPEALS PROMPTNESS AND WORKLOAD REPORT**  
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**HIGHER AUTHORITY APPEALS GRAPHS**

